



U.S. Army Health Center Stuttgart

# Guide to Host Nation Health Care



**Routine and Specialty Care**



**Maternity Care**



**Patient Liaisons**



**Emergencies and Surgery**

*and much more.....*



**The “Guide to Host Nation Healthcare” is a field manual to enhance your comfort when navigating your local medical community.**

You will also get a lot of help from your Military Treatment Facility staff.

Be sure to visit your clinic page on the Europe Regional Medical Command Web site at <http://ermc.amedd.army.mil> to view or download the most current version of this guide.



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## Heidelberg Medical Department Activity Commander

Dear HMEDDAC Beneficiaries,

In your hands you hold one of the best resources available regarding the Host Nation health care system. This comprehensive guide was assembled by many health care professionals, including your local clinic staff, Host Nation patient liaisons and TRICARE personnel. As a result of their commitment to quality care, you now have the tools you need to successfully navigate the Host Nation health care system.

In this guide, you will find information about your local Host Nation hospitals and learn about Host Nation customs. You will also gain a better understanding of how emergency medical care works in the HMEDDAC footprint, and find a compiled list of important phone numbers.

As you go through the guide, should you have questions, please contact your local clinic. Staff is available to answer your health care questions.

Our goal is to take care of Soldiers and their Families by providing them with the best possible health care at both our Army clinics and Host Nation hospitals. I truly believe this booklet is a step in the right direction in having a successful Host Nation experience.

Now that you have the booklet, make sure you use it. Only you can take charge of your health.

Life Blood... Leaders! Army Strong!

Commander  
U.S. Army Medical Department Activity, Heidelberg



## Heidelberg Medical Department Activity

### Mission

Provide quality ambulatory care for Soldiers and their Families while coordinating and facilitating inpatient and specialty care with our host nation and DoD partners.

### Vision

Be the Standard Bearer for ambulatory health care networks in the Department of Defense.

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## **Letter from the Clinic Commander**

The U.S. Army Health Clinic Stuttgart is committed to providing the best quality medical care possible. If services are not available at this clinic, you may be referred to a Host Nation Preferred Provider, clinic or hospital.

This booklet provides information about how to access Host Nation medical care and to hopefully make you comfortable about visiting the health care providers we have partnered with in our area.

The local TRICARE Service Center is the coordinating office for medical care through a local hospital or provider. Please be sure to visit the TRI-CARE Service Center during in-processing to verify your eligibility and enrollment status. You will need to enroll you and your family with our TRI-CARE Enrollments Specialist at that time.

We value your commitment to our Nation and promise to provide access to quality health care and continuity of care commensurate with your service.

Please let us know how we can serve you better. We will listen. We have the time.

Clinic Commander  
Stuttgart Clinic

## Our Services for You

You can make an appointment at the U.S. Army Health Center Stuttgart at [www.tricareonline.com](http://www.tricareonline.com) or by calling Central Appointments at DSN 430-8610 or civilian 0711.680.8610. If an appointment is not readily available or if you need specialty care not provided by the health center, you may be referred to a host nation provider.

### TRICARE Prime Access Standards

It is extremely important that all Active Duty military and their command-sponsored Family Members enroll in TRICARE Prime at their servicing medical treatment facility. Enrollment can be accomplished either at in-processing or the MTF TRICARE Service Center. One significant benefit to Prime enrollment is the access to care standards that assure you receive timely, quality care. If timely care is unavailable at the U.S. Army Health Clinic Stuttgart, you may be referred to another Military Treatment Facility or to a Host Nation provider or hospital. A Health Care Finder at the local TRICARE Service Center will then help you locate a provider within the Preferred Provider Network.

**Important:** Except for emergencies involving the immediate threat of loss of life, limb or eyesight, all off-post care you receive must be authorized by TRICARE first. Although authorization will come from International SOS beginning Sept. 1, 2010, in most cases you will work with your TRICARE Service Center to make your appointments.

Active duty military and their Family members will be scheduled for appointments in accordance with these standards:

Appointment Type	Required within:
Acute	24 hours
Routine	7 calendar days
Well	28 calendar days
Specialty	28 calendar days

Non-TRICARE Prime beneficiaries, including military retirees, DoD civilian employees and eligible third-party payees may be seen at a Military Treatment Facility on a space-available basis. They should check appointment schedules regularly. To assure continuity of care, it is recommended that military retirees and third-party payees establish a relationship with a Host Nation provider.

### Host Nation Preferred Provider Network

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries. At the end of your care, your results will be translated into English and added to your permanent electronic medical treatment record.

Preferred providers offer beneficiaries three important benefits:

- **Comfort:** To join the network, providers must demonstrate that they can communicate with TRICARE beneficiaries in English or provide translation services. They are also sensitive to cultural differences U.S. military personnel and their Families may encounter in their facilities.

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- **Confidence:** A provider's credentials and experience are verified before being approved to join the network.
- **Convenience:** Preferred providers agree to file cashless, claimless basis, filing claims for patients. If you are a TRICARE Prime beneficiary, you will not have to file a claim or pay out of your pocket when you get **authorized**, covered care from a PPN provider.

Your local TRICARE Service Center staff will help you find a PPN provider or hospital when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Europe Web site.

### **TRICARE Eurasia-Africa**

The TRICARE Europe Web site at <http://www.tricare.mil/tma/EurasiaAfrica/> offers a wealth of information for beneficiaries, including benefit information, forms, a handy downloadable "Passport" reference guide for getting care in the TRICARE Europe area, Preferred Provider Network contact information and much more.

### **Your local TRICARE Service Center**

Be sure to visit your local TRICARE Service Center during in-processing to verify your TRICARE eligibility and enrollment status. It is located in the Stuttgart Health Clinic, at 2300 Pennsylvania Strasse, Patch Barracks. The phone number is DSN 430-4381 or civilian number 0711.680.4381.

Don't forget to take your ID card and to check your DEERS registration and address. You can update your address in DEERS online at [www.tricare.mil/DEERS/](http://www.tricare.mil/DEERS/)



Service center representatives can explain how to access care at a Military Treatment Facility or at a TRICARE-approved Host Nation facility. This is important prior to treatment or hospitalization at a Host Nation medical facility, particularly for military retirees over 65 years old enrolled in TRICARE for Life, which requires concurrent enrollment in Medicare Part B.

Advisors at your local TRICARE Service Center can also help schedule your initial appointment with the Host Nation provider and give you contact names and phone numbers, a map with driving directions, and other useful information. They can also help you understand required medical documentation and medical bills.

## **Host Nation Patient Liaisons**

Host Nation Patient Liaisons are available to assist U.S. beneficiaries hospitalized in Host Nation medical facilities or will accompany you on your first outpatient visit. Patient liaisons can be contacted at 430-5262 or civilian 0711.680.5262. The patient liaison office is located in Building 2300, in Patch Barracks.

### **Host Nation Patient Liaisons can:**

- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a military medical facility by civilian ambulance or by your privately owned vehicle.

- Ease language barriers between the patient and Host Nation Providers and provide the patient with a copy of the U.S. Army Europe Medical Phrase Book.
- Talk to your Host Nation physician to get up-to-date information on your medical condition and treatment plan.
- Answer questions about treatment, environment of care, and follow-up care to the best of their knowledge, or when doctors are unavailable.
- Assess and interpret patient concerns to determine specific assistance needed.
- Conduct follow-up visits to assess treatment progress and/or plans for the patient's transfer to other hospitals or Military Treatment Facilities.
- Assist with the discharge of a patient from a Host Nation hospital.
- Provide local resources for medical supplies and pharmacies.
- Per request, accompany you on your first visit to a Host Nation provider.

## The Host Nation Health Care Experience

The use of host nation medical facilities is not new. For many years, host nation hospitals have provided emergency care and treatment unavailable at U.S. Military Treatment Facilities.

Host nation medical clinics and hospitals have much in common with those in the United States. Host nation providers and staffs are highly educated professionals who provide excellent medical services. The last World Health Organization health system rating placed Italy, France, Luxembourg, the Netherlands, the United Kingdom, Germany, and Spain in the top 25 of the world's health systems of overall patient satisfaction. The U.S. was number 37.



Because we are overseas, remember that healthcare delivery follows cultural norms of the host country. Do not expect their medical system to be like ours.

### General Observations

- **Language:** Though many host nation doctors may speak English, their staff may not. If you do not speak the host nation language, take a bilingual dictionary with you. Although your Host Nation Patient Liaison will provide you with a medical terminology translation booklet, your stay in the hospital can be an excellent opportunity to learn a few words of the host nation language.
- **Asking questions of your physician:** During rounds, junior physicians often accompany attending physicians. This can make it difficult for patients to feel comfortable asking questions. Write down your questions. During rounds, it is appropriate to ask if your doctor has time to address your questions. If not, ask when your doctor can return. Your Host Nation Patient Liaison should be able to assist. Some host nation physicians may not be in the habit of explaining details to patients. They will answer all your questions when asked, but sometimes do not volunteer all results or information. Be sure to ask doctors and nurses about the treatment plan.

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- **Privacy:** Host nation privacy standards may differ from ours, so please keep in mind that we are in their country. These pointers may help:
  - Host nation physicians may not always use a chaperone when examining patients of the opposite sex. Ask for a chaperone if you feel uncomfortable.
  - Generally, there are no privacy screens between beds. Do not wear transparent clothing. Take appropriate clothing that allows you to remain semi-dressed during an upper body exam.
  - You may be asked to undress while nursing staff is passing through the area. This is considered proper. Be respectful of their standards and look for ways to accommodate yours.



### Overnight visitors

When visiting someone in the hospital, it is inappropriate to lie in the hospital bed, with or without the patient. In pediatric wards, the parent can request an additional bed to sleep in at night only if space is available. Respect the privacy and personal space of other patients who share the same room. Hospitals may charge for an extra bed and meals. Because they are not directly related to the patient's care, those charges will not be reimbursed by TRICARE.

### Packing for a Hospital Stay

During hospitalization, you may need:

- Your ID card for admission or emergency care
- A list of medications you are currently taking
- Towels and washcloths
- Nightgown or pajamas, slippers and robe
- Personal hygiene items
- Euro for the telephone or items you may wish to buy
- Notebook and pen
- Books, magazines or newspapers
- Snacks
- Bottled water (mineral water is common in host nation hospitals)
- Dictionary (a Host Nation Patient Liaison will give you a medical phrase book)
- Set of clothes for going home after discharge from the hospital
- DVD/earphones
- Bras (necessary regardless of whether you are breast or bottle feeding)
- Kleenex
- Phone numbers/ address book
- Clock for your bedside
- Car seat (this is German law!)
- Diapers

***Please don't bring any valuables!***

In general, don't bring money, jewelry or other valuables. The hospital or clinic will not assume responsibility for lost or stolen items. In most of the clinics, you will be able to check valuables or money on admission or secure your things in a patient locker.

If you experience any problems during your stay, please inform your Host Nation Patient Liaison.

## **Emergency Medical Care**

A medical emergency is one in which life, limb or eyesight may be in immediate danger.

Time may be a critical factor during a medical emergency. Getting familiar with Host Nation emergency care options and civilian ambulance services **before** an emergency is recommended.

Specific medical needs are handled by different hospitals in the Stuttgart Area. Please contact the Military Police to reach a patient liaison so they can direct you to the correct Host Nation Hospital.



The Stuttgart clinic does not provide emergency care. For medical emergencies, go to the hospital nearest you or dial 112 on post, 0711.680.112 off post, or call the MP station at DSN 116 or comm. 0711.680.116. If you go to a German clinic or hospital without a referral, you must contact the clinic's TRICARE Service Center at DSN 430-4381 or 0711.680.4381 the next working day to ensure that TRICARE will cover the cost of your care. Beginning Sept. 1, 2010, as a TRICARE Prime patient, if you go to a German clinic or hospital without a referral, you must call the International SOS emergency line at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). For 24-hour medical advice, call the toll-free Nurse Advice Line at 00800.4759.2330 or 0800.825.1600.

Most Military Treatment Facilities in Europe are not staffed nor equipped to respond to a major medical emergency. Find out which emergency services are available on and off post.

### **USAG Stuttgart Emergency Phone Numbers 24/7**

	<b>DSN</b>	<b>Civilian</b>
German police	110	110
German ambulance	112	112
German Fire Dept.	112	112
Fire Dept. on-post	117	0711.680.117
Ambulance from on-post	114	0711.680.114
Military police	116	0711.680.116

While traveling, all TRICARE beneficiaries can call International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

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If you cannot obtain assistance locally, call the U.S. Army Europe Crisis Action Center 24 hours a day. Call DSN 377-4906 or civilian (49) 06221.39.4906 from anywhere in Europe.

### **Civilian Ambulance Service**

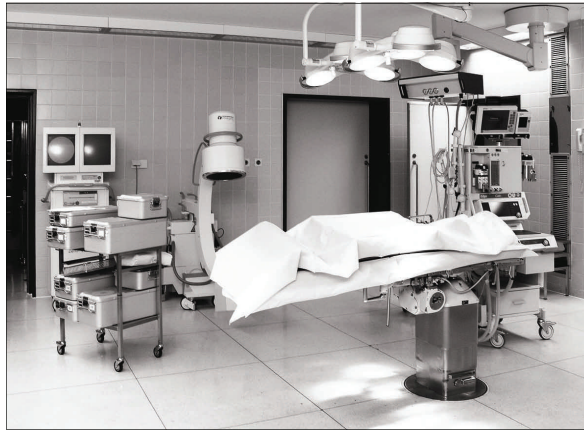
The U.S. Army does not provide ambulance service. You must be prepared to call and communicate with a Host Nation ambulance service. For a guaranteed English speaker, contact Your local Military Police or the fire department.

Ambulances should be called for bona fide emergencies only. If you think you have an emergency that requires an ambulance, do not hesitate to call one. However, an ambulance should not be called for routine transportation.

Do not assume the ambulance service is familiar with your garrison. If you call an ambulance from on-post, be sure to alert the Military Police for assistance. Whatever your location, have someone meet and direct the ambulance.

### **Emergency Rooms**

Know which Host Nation hospitals offer emergency care **before** you need to use one. The Host Nation hospital section in this guide lists the services offered at each facility, including emergency care. If you are not near one of those hospitals, go to the nearest one with an emergency room.



In the hospital's emergency area, you may be asked to complete TRICARE forms and have a copy made of your ID card. That is standard procedure. If you have any concerns about what you may be asked to sign, talk to your TRICARE Service Center or patient liaison.

If you need a patient liaison or an interpreter during an emergency situation, call the Military Police at DSN 114/6 or civilian phone number 0711.680.114/6. In addition, after Sept. 1, 2010 you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

If you (Soldier or Family Member) are admitted to a Host Nation hospital, please notify your unit as soon as possible. Your unit will notify a patient liaison if not already done so, who will then contact you. Clinic Commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.



**Notes**





## **Host Nation Hospital Information from A to Z**

Because cultural norms differ from country, don't expect host nation hospitals to be like ones you may be familiar with back home. Remember: we are guests here. Be courteous, and talk to your Host Nation Patient Liaison if you need help understanding medical practices or explaining issues or concerns to your doctor or hospital staff.

Tips in this section will help you if you are admitted to one of the local hospitals.

## Host Nation Hospital Information from A to Z

### Admission to the hospital

A Beneficiary Counseling Assistance Coordinator at your TRICARE Service Center will discuss admission requirements and benefits with you prior to admission to a host nation hospital.

Upon admission, be prepared to complete some administrative formalities.

You will need:

- A referral from your primary care physician or specialist. Your TRICARE Service Center can provide the referral.
- Identification Card and passport.
- Medication list, pertinent medical records from previous hospitalizations, reports and/or letters from your physicians.

### Alcohol

Do not drink alcoholic beverages during hospitalization without permission from your physician. Alcohol can cause adverse reactions with some medications.

### Birth registration and TRICARE enrollment

Both parents will need to bring their passports and their original or certified copy of their marriage certificate. If either parent has been divorced, an original divorce decree or a certified copy of the divorce decree is required. Single parents should bring their passport and an original or certified copy of their birth certificate. Active duty Soldiers who do not have a passport should take their military ID card and birth certificate.

An international birth certificate is required by DEERS and a copy of the birth registration (Auszug aus dem Geburtsregister) is required by the U.S. State Department. Each certificate costs € 12 and must be paid at the hospital admissions office. These certificates cannot be processed before payment. You will be able to pick up your passports and baby's documents approximately three weeks later directly from the admissions office. To save yourself an unnecessary journey, please call the admissions office in advance to confirm the documents are ready to be picked up. If your child is TRICARE-eligible, please do not forget to visit the TRICARE enrollment office to enroll your newborn once the child is registered in DEERS.

### Discharge

You will be expected to make your own arrangements for transportation. There are generally taxi stands outside the hospital, or the nursing staff will call you a taxi, if needed.

Before leaving:

- Check out at your ward's nursing station.
- Ensure you have a prescription for the medication you will need for the entire course of treatment. Information about prescriptions is on page 17.
- Make sure you have your discharge summary.
- Take all your valuables.
- Return your phone card to the vending machine so you can get your deposit back.

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### **Flowers**

Although you may love flowers, please ask visitors not to bring too many flowers or large flower arrangements. Hygiene problems might be caused and the nursing personnel might be hindered in the performance of their work. Vases for flowers are available at all wards. Please ask the nursing staff. The soil of potted plants may be a reservoir of pathogens. For this reason, no potted plants are allowed in the patient room.



### **Follow-Up Visits**

In general, all follow-up visits after an inpatient stay or a procedure must be with the physician or facility that treated you originally, not with the military clinic. Your TRICARE Service Center may assist you in making follow-up appointments.

### **Health Insurance for Visitors in Europe**

Unless a visitor to Europe is already an eligible TRICARE beneficiary, non-emergency medical treatment will not be available at U.S. Military Treatment Facilities or at TRICARE's expense at a Host Nation hospital or clinic. Medicare will not pay when the care is obtained outside of the United States.

Private insurance is available, however, from commercial health insurers and/or some travel agents. TRICARE-Prime beneficiaries enrolled in other regions must obtain pre-approval of all non-emergency care from the region where they are enrolled. Without such pre-approval, beneficiaries may face increased costs. Beneficiaries enrolled in other regions should also be prepared to prepay for medical care.

For emergency care when traveling or on temporary duty, active duty members and TRICARE Prime-enrolled family members may call International SOS at 00.44.20.8762.8133. ISOS will find the nearest military or civilian emergency room, and, if an admission is indicated, will work with the admitting facility to guarantee payment. The ISOS number is toll-free; they will also take collect calls or call you back.

For complete information on TRICARE requirements while traveling, visit your TRICARE Service Center or the TRICARE Eurasia-Africa Web site.

### **Leaving Your Room**

When you are feeling better and able to leave your hospital room, please dress appropriately. Stay in your room until all the testing is completed and physicians have made their rounds. This varies from ward to ward. If you leave the ward, be sure to let the staff know. Once you are admitted to the hospital, you are not allowed to go home overnight or leave the hospital grounds. This is a liability issue. In some cases, you might be given a pass for a few hours or the weekend. This can be decided only by your physician. If your doctor approves a pass, you will be required to sign a waiver that releases the hospital from liability during your absence.

## Meals

Patients usually have a choice of three menus for every meal. If your state of health necessitates a special diet or if you have individual needs or customs, the hospital staff will try to take this into consideration. Be sure to let them know.

Patients admitted to the hospital usually have their meals around these times:

Breakfast	0800
Lunch	1200
Dinner	1700

Traditionally, breakfast is a light continental meal, lunch is a cooked meal, and dinner is bread and cold cuts. If you are not on a specific diet, you can ask friends or family to bring you something to heat up in the ward microwave.

Do not expect to be served ice cubes in drinks during your hospitalization. You will be served bottled mineral water, a variety of teas, and/or juice. Have your visitor bring some euro to purchase snacks or drinks when needed.

## Medical Reports

TRICARE beneficiaries should take any medical reports received from the hospital to the TRICARE Office for translation and inclusion in their official medical record.

## Medications

If you are taking medications, vitamins, minerals or food supplements, inform your physician. If possible bring them with you to the hospital for your doctor to see. Do not continue to take these medications without the physician's knowledge; there could be adverse reactions with other medications that have been ordered. Often you will be given the medication for the entire day in the morning. The medication is placed in a plastic dispenser which is marked **morgens** (morning), **mittags** (noon), **nachmittags** (afternoon), **abends** (evening). If you are unsure of the medication you are receiving or how and when to take it, ask the staff or your Host Nation Patient Liaison. Be sure to inform the physician and/or staff about medication, food or other allergies you may have.

## Overnight Stays

Spouses may stay overnight if they pay the overnight fee. The fee is usually between € 30 to € 50, depending on the hospital. TRICARE will not reimburse you for this expense as it is not directly related to the patient's health.

## Parking

Parking may not be available for long-term stays. If parked illegally, some hospitals will have your car towed away at a stiff cost. Have someone drop you off and pick you up from the hospital. Depending on the reason for your admission, it may not be safe to drive yourself. Taxis are readily available.

## Patient Confidentiality

Providers in Germany have strict confidentiality rules. Only physicians are allowed to give medical information to you and your family members. They will allow the Host Nation Patient Liaisons, who are bound by the same patient confidentiality rules, to assist and translate.

### Personal Items

Host nation hospitals do not provide personal items and toiletries. If you forget your personal items, the hospitals generally have small shops where you can purchase the basics until family or friends can bring what you need.

### Phones

Phones are available for personal phone calls for a fee. Take enough euro to purchase a hospital telephone card that will allow you to make and receive calls from your bedside phone. TRICARE does not pay for phone charges. If you take your cell phone, please abide by hospital rules concerning its use.

### Physicians and Nurses

Most of the physicians speak English. Your daily care will be given by the **station-sarzt** (ward physician). You will also be visited by the **oberarzt** (senior physician) and/or **Chefarzt** (chief of staff) on a daily basis. You should remain in your room until rounds are completed. The time of the daily rounds varies from ward to ward.

Each ward has a **stationsleitung** (chief nurse). You will be taken care of by a **schwester** (female nurse) or **pfleger** (male nurse). The nursing staff may not speak as much English as the physicians, often they understand more than they speak – please speak slowly and avoid slang. The nursing staff is there to carry out physician's orders, monitor your status and assist you with your medical needs.

If you are scheduled for an examination/test the hospital staff requests that you stay in your room until called. If you leave your room/ward please notify a nurse and let her/him know where you are going.

If you are uncertain whether you understand the nurses or they understand you, call the **patientenbetreuerin** (patient liaison) for assistance.



### Prescriptions

Your Military Treatment Facility will only fill prescriptions written in English from PPN providers and only if the drug is on the formulary. Note: not all host nation providers are in the PPN.

Though a host nation doctor may give you enough medication to last through the next working day, outpatient medication is generally not dispensed beyond that small amount. It is customary in the German Healthcare system that the patient report back to his/her family physician for follow-on care and prescriptions. However, there is no guarantee that you will be able to get an appointment to see your Primary Care Manager in the military clinic in time for a follow-on prescription or that the medication you were prescribed is even part of the military formulary.



When you are discharged, ask your treating physician for a **Privatrezept** (private patient prescription) for sufficient medication to last you to the anticipated end of the course of treatment. Take this prescription to a German pharmacy. Your TRICARE Service Center or Host Nation Patient Liaison can tell you which pharmacy will not



ask you for prepayment if you are a TRICARE Prime beneficiary. Beginning Sept. 1, 2010, International SOS can also provide that kind of information. If you need to fill your prescription after duty hours, on a Sunday or holiday, ask your physician to tell you the address of the nearest open pharmacy. In this case, be prepared to pay not only for your prescription, but also a night or Sunday surcharge. If you are a TRICARE beneficiary, you may contact your TRICARE Service Center to find out how to submit a claim for reimbursement. Always keep a copy of your prescription and receipt —you will not be reimbursed without it. Do not take your prescription to the military facility to have it re-written or changed to a U.S. prescription. Military providers cannot and will not do so.

### **Smoking Policy**

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in posted areas.

### **Television**

Televisions have only host nation channels. You may take a small DVD player or radio with headphones (respect the comfort of those around you). Do not forget that book you have always wanted to read. Ask friends and family to bring current magazines or puzzle books that can help pass the time while waiting for tests.

### **Visiting Hours**

Although the hours vary depending on which clinic is visited, There are some common rules to consider.

Children are allowed on most wards regardless of age. Children must be under supervision at all times. There is no jumping on beds, tables or chairs, no running in the hallways allowed. The patient should not have more than 2-3 visitors at a time. Have consideration of the other patients in your room. Please do not use the patient's toilet. There are visitors' toilets in the hallway marked **WC**. If you would not like to receive any visitors, please tell the nursing staff.



## Local Host Nation Hospitals

The overview of host nation hospitals that follows will familiarize you with Universitäts Klinikum Tübingen, Olga Hospital, Klinikum Boblingen, and Robert Bosch Krankenhaus, and Klinikum Stuttgart Katharinen. These are all medical facilities that serve the Stuttgart area.

Hospital services, maps and driving directions are located in the following section.

Please learn how to get around your neighborhood, including driving routes to your nearest host nation hospital emergency room. It also never hurts to learn how to ask for medical help in the host nation language. The Host Nation Patient Liaison can provide a medical phrase book. Be sure to ask for one.

For the most current information on area hospitals, visit the clinic page on the Europe Regional Medical Command Web site. That page will have Web links to important medical resources. The Web address is  
<http://ermc.amedd.army.mil>

## **UKT**

### **Universitäts Klinikum Tübingen**

The university Hospital is made up of five different clinics, each of which specializes in a different area.

#### **Universitäts Hautklinik** (Department of Dermatology)

Liebermeisterstraße 25

72076 Tübingen

Tel. 07071.298.4555

Departments: Oncology, Autoimmune Diseases, Surgeries, Vein, thrombosis emergency, Allergy Diseases, Skin infections

Emergency information: Tübingen Department of Dermatology has emergency service, 24h Vein-thrombosis-emergency. Service; Tel. 07071/29-8 45 75. There is NO pediatric emergency service.

#### **Universitäts-Frauenklinik** (OBGYN Department of the University Hospital)

Calwerstraße 7

72076 Tübingen

Tel. 07071.298.22.11

Departments: Obstetrics with Perinatalzentrum (Mother and Child Center), Breast Center / aesthetic reconstructive breast surgery, Gynecology, Southwest German Pelvic Floor Center, Endocrinology / fertility center, Ambulatory surgery center.

Emergency information: The OBGYN Department has emergency service.

#### **Universitätsklinik für Neurochirurgie** (Clinic for Neurosurgery)

Hoppe-Seyler-Straße 3

72076 Tübingen

Tel. 07071.298.6619

Departments: Skull base surgery, complex spine surgery, Hypophysenchirurgie, Vascular neurosurgery, Peripheral nerve and Plexuschirurgie, Pediatric Neurosurgery, Functional / Stereotactic Neurosurgery, Brain tumor surgery, Neurotraumatology, Neurosurgical Intensive Care.

Emergency information: Tübingen Clinic for Neurosurgery has emergency service. There is NO pediatric emergency service.

#### **Department für Augenheilkunde** (Department of Ophthalmology)

Schleichstraße 12-16

72076 Tübingen

Tel. 07071.298.4761

Departments: Eye Clinic, Research Institute of Ophthalmology.

Emergency information: the Clinic has emergency services

## **Institut für Tropenmedizin**

Wilhelmstraße 27

72074 Tübingen

Tel. 07071/29-8 23 65

Departments: Travel Medical Advice and Impfsprechstunde, Research on tropical diseases

Emergency information: The clinic has emergency services.

## **Visiting Hours**

Visiting hours are from 0800-2000hrs in regular wards. Variant times can be requested at the nursing staff.

Children are allowed on most wards regardless of age. Visiting children must be under supervision at all times i.e. no jumping on beds, tables or chairs, no running in the hallways etc. The patient should not have more than 2-3 visitors at a time. Have consideration of the other patients in your room. Please do not use the patient's toilet. There are visitors' toilets in the hallway marked **WC**. If you would not like to receive any visitors, please tell the nursing staff.

## **Telephone**

Most of the patient's rooms have telephone. This service will be charged to the patient. Cell phones are only allowed in posted areas.

## **Parking**

You will receive a parking ticket when entering the garage. Before returning to your car to leave, you must pay the required amount at the parking vending machine. Sometimes the machines accept credit cards, however most are cash only.

## **Television**

Most of the patient's rooms are equipped with a TV. Television usage is free to use. The headphones are available for a fee of €2.

## **Cafeteria or Snack Availability**

Dermatology Clinic: At the entrance of the skin clinic, you can buy candy, ice cream and baked goods.

The OBGYN Department serves warm and cold snacks as well as warm and cold drinks.

Monday - Friday	0900 - 1900
Saturday, Sunday & Holidays	1300 - 1700

The Neurosurgery Clinic serves warm and cold snacks as well as warm and cold drinks.

Monday - Friday	0900 - 1800
Saturday, Sunday & Holidays	1200 - 1800

The Tropical Medicine Clinic has a cafeteria where you can get warm and cold snacks and drinks.

Monday - Friday	0800 - 1900
Saturday, Sunday & Holidays	1300 - 1700

## **Olgahospital (Pediatric Services Only)**

### **GPS Address**

Bismarckstrasse 8  
70176 Stuttgart

### **Phone Number**

0711.27804



### **Departments**

General pediatrics, rheumatology, neurology, allergy / pulmonology, gastroenterology diseases, nephrology, endocrinology, metabolic disorders, congenital heart defects, neonatology and intensive care medicine antibodies, oncology, hematology and immunology. Children's Surgical Clinic, Ear, Nose and Throat Clinic, Orthopedic Clinic, Clinic for Anesthesiology and Operative Intensive Medicine, Clinic for Child and Adolescent Psychiatry and Psychotherapy, Social-Pediatrics Center, Institute for Clinical Genetics, Radiology Institute.

### **Emergency Care**

Olgahospital has an ER for pediatric clinic (internal medicine for children), Pediatric Surgical and Orthopedic - ER and Pediatric ENT – ER.

### **Visiting Hours**

Visiting hours are from 0800 - 1830hrs. Daily quiet hours are from 1230 - 1400 hours.

### **Overnight Stay**

To prevent or at least reduce fear, pain and feelings of loneliness, a reference person, together with the sick child can be admitted (rooming-in). Get more details from the inpatient admissions. Contact your TRICARE Service Center for coverage.

### **Parking**

Olgahospital has a parking garage. You will receive a parking ticket when entering the garage. Before returning to your car to leave, you must pay the required amount at the parking vending machine.

### **Religious Services**

Services can be held on request. Please ask the nursing staff or contact the hospital chaplains at 0711.278.73860.

### **Cafeteria or Snack Availability**

The cafeteria at Olgahospital is located in the basement. Parents or visitors can eat breakfast, lunch, dinner, as well as small snacks. Escorts who were admitted on medical indication (overnight stay) can get a red note and will get breakfast, lunch and dinner free of charge.

Breakfast daily:

0630 - 0930

Lunch:

Monday - Friday:

1130 - 1430

Saturday, Sunday & Holidays:

1330 - 1330

Dinner, daily:

1630 - 1800

### **22 Guide to Host Nation Healthcare**

## Health Care Overseas Can be an Adventure



Talk to your patient liaison about local customs and medical practices.

If you need a Host Nation Patient Liaison or an interpreter, call  
DSN 114/6 or civilian 0711.680.114/6

# Kliniken Böblingen

## GPS Address

Bunsenstr. 120  
71032 Böblingen

## Phone Number

07031.6680  
Fax: 07031.668.22040



## Department Services

Gastroenterology, oncology, general and visceral surgery, minimal invasive surgery, gynecology, pediatric and juvenile medicine, neonatology, anesthesia and intensive care medicine, radiology, otorhinolaryngologic illnesses, ophthalmology, and physiotherapy.

## Emergency Care

Böblingen clinic has a Pediatric ER. General emergencies i.e. pregnancy conditions, internal conditions can be seen at Böblingen ER except trauma injuries and cardiology conditions.

## Visiting Hours

Visiting hours are from 1000-2000 (in regular wards). The visiting hours for the Pediatric Ward are from 1000-1800. Variant times can be requested at the nursing staff.

## Parking

There are several parking areas well-signposted near the Sindelfingen Clinic. You must pull a ticket from the parking ticket vending machine (please make sure you have Euro change). Place the ticket on your dashboard.

## Religious Service

Every Sunday the liturgy is held alternating Catholic, Protestant and Evangelical Methodist.

## Smoking Policy

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in a special area signposted.

## Cafeteria or Snack Availability

The cafeteria at Sindelfingen Clinic offers cakes, cold and warm snacks as well as cold and warm drinks.

Opening hours are:

Monday - Friday:	0800 - 1800
Saturday and Holidays:	1100 - 1700
Sunday:	1000 - 1800

When the cafeteria is closed, you can use the vending machines at the entrance of the cafeteria.

## Robert Bosch Krankenhaus

### GPS Address

Auerbachstr. 110  
70376 Stuttgart

### Phone Number

0711.81010  
Fax: 0711.8101.3790



### Services

Internal medicine and nephrology, visceral and vascular surgery, anesthesia, gastroenterology, hepatology and endocrinology, geriatric rehabilitation, gynecology and obstetrics, hematology, oncology and palliative medicine, cardiac surgery, cardiology, radiology and nuclear medicine, psychosomatics, pharmacy, laboratory medicine, and pathology.

### Visiting Hours

Visiting hours are from 0900-2000 except the intensive care ward. Some wards have different visiting hours, please ask the nursing staff.

### Telephone

Each patient's room has a telephone. Any calls made will be charged to the patient. Cell phone can be used in specially marked areas only.

### Parking

Robert Bosch Krankenhaus has a parking garage. On the 3rd floor, you will find handicapped parking area. The parking ticket you receive when driving into the garage must be paid for before you go back to your car to leave. To pay, use the vending machine located near the parking garage.

### Religious Service

Every Sunday, the liturgy is held alternating Catholic and Protestant services at 0930-1015. On Tuesdays and Thursdays at 1830-1845.

### Smoking Policy

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in a special area signposted.

### Cafeteria or Snack Availability

The cafeteria "Café Pavilion" at Robert Bosch Krankenhaus offers cakes, cold and warm snacks as well as cold and warm drinks. At the newspaper kiosk, you can buy flowers, newspapers, magazines, candies as well as body care products.

Hours are:

Monday - Friday: 0900 - 1800

Saturday, Sunday and Holidays: 1200 - 1800

When the cafeteria is closed, you can use the vending machines in the lobby.

# Klinikum Stuttgart Katharinenhospital

## GPS Address

Kriegsbergstraße 60  
D-70174 Stuttgart

## Phone Number

0711.2780  
Fax: 0711.278.2420

## Departments/ Services

Internal medicine, gastroenterology, hepatology and infectious diseases, oncology, heart and vascular diseases, nephrology, general and visceral surgery, traumatology and orthopedics, vascular surgeries, eye clinic, ear, nose, ear diseases, plastic surgery, oral and maxillofacial surgery, plastic and aesthetic surgery, implantology, neurosurgery, urology, anesthesiology and operative intensive medicine, radiotherapy and radiation oncology, nuclear medicine, diagnostic and interventional radiology, diagnostic and interventional neuroradiology, pharmacy, Institute of Clinical Chemistry and Laboratory Medicine, Central Institute of Transfusion Medicine and Blood Donation Service, Institute of Pathology.

## Emergency Care

ENT, Eye, Internal Medicine, Surgery.  
There is NO Pediatric ER.

## Visiting Hours

Visiting hours are from 0800-2000 (in regular wards). Variant times can be requested at the nursing staff.

## Telephone

Katharinenhospital offers telephones.  
This service will be charged to the patient. Cell phones are not allowed.



## Parking

Katharinenhospital has a parking garage. The parking ticket you receive when driving into the garage and must be paid for before leaving. Use the vending machines to pay before leaving.

## Religious Service

Every Sunday the liturgy is held alternating Catholic and Protestant. For the time please ask the nursing staff.

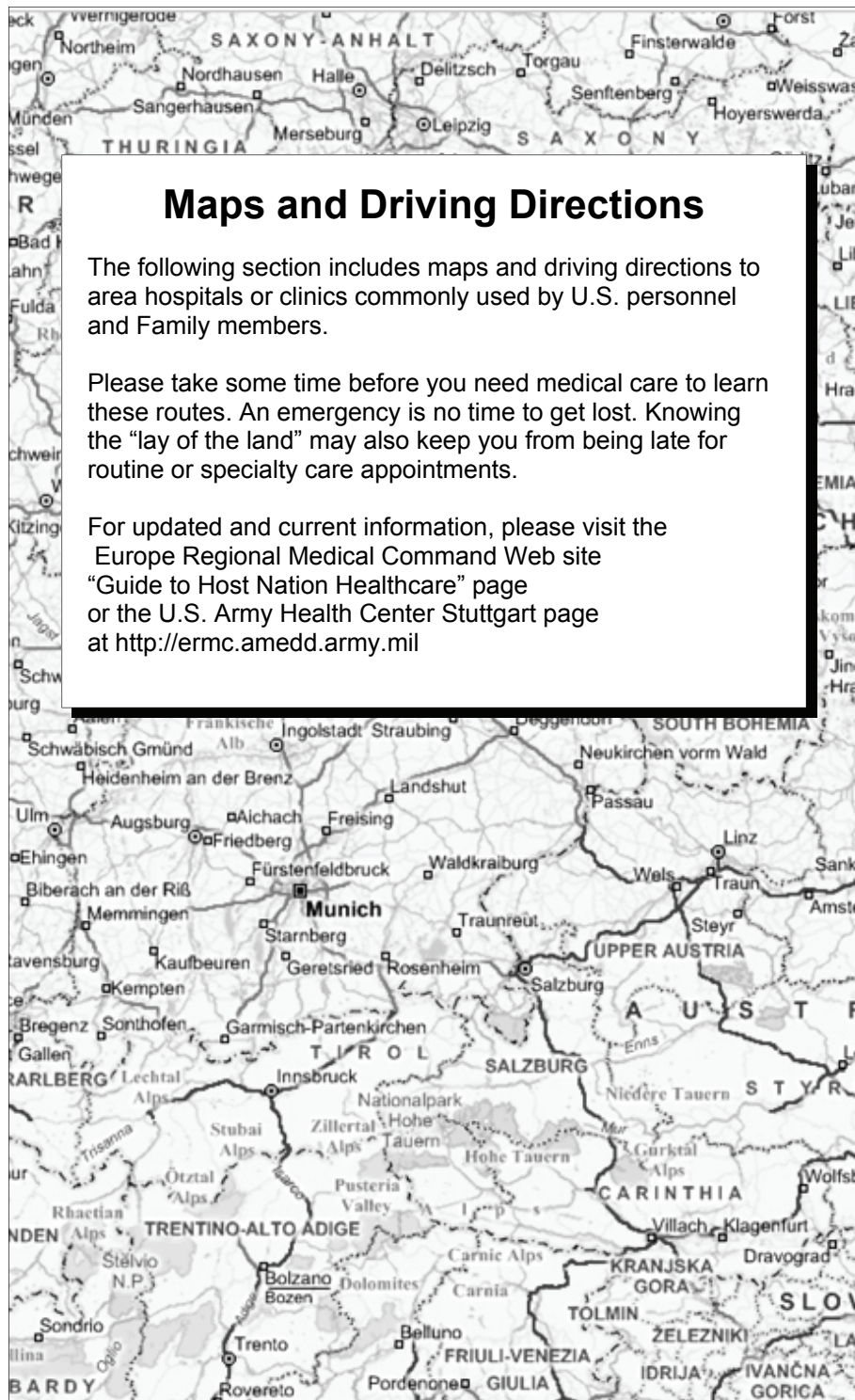
## Smoking Policy

Smoking is prohibited in all patient areas, hallways and lobby. Smoking is only allowed in specially marked areas.

## Cafeteria or Snack Availability

The cafeteria and kiosk are in the basement of building 2 at Katharinenhospital.

Monday - Friday:	0830 - 1200 and 1400 - 1700
Saturday:	1400 - 1700
Sunday and Holidays:	1400 - 1700



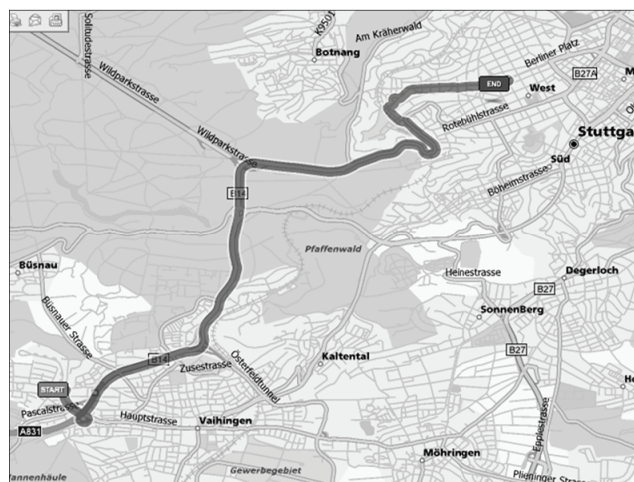
## Olga Hospital

### GPS Address

Bismarckstrasse 8  
Stuttgart, Baden-Wurttemberg, 70176

### Driving Directions From Patch

1. Start out going East on Arkansasstrasse toward Hauptstrasse.
2. Turn Right onto Hauptstrasse.
3. Merge onto A831 toward Stuttgart.
4. A831 becomes B14.
5. B14 becomes L1187.
6. Stay straight to go onto Rotenwaldstrasse/L1015
7. Turn slightly left onto Herderstrasse.
8. Turn right to stay on Herderstrasse.
9. Turn slightly right onto Bebelstrasse.
10. Bebelstrasse becomes Bismarckstrasse.
11. Make a U-Turn at Senefelderstrasse onto Bismarckstrasse.
12. End at Bismarckstrasse 8 Stuttgart, Baden-Wurttemberg, 70176.



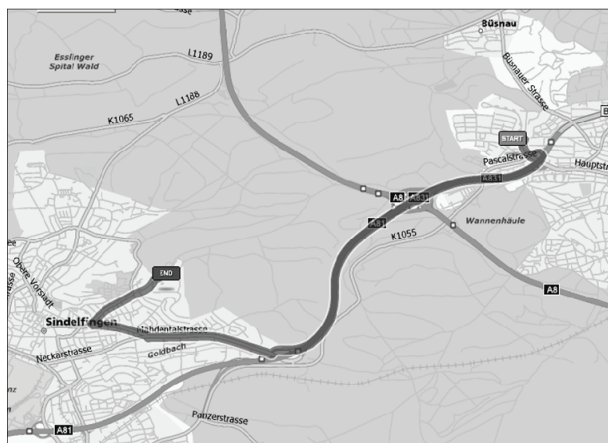
## Sindelfingen

### GPS Address

Arthur-Gruber-Strasse 70  
Sindelfingen, Boblingen, 71065

### Driving Directions from Patch

1. Start out going East on Arkansastrasse toward Hauptstrasse. (Gate access required).
2. Turn Right onto Hauptstrasse
3. Turn Left toward A81/Singen/Herrenberg/Munchen/ Karlsruhe.
4. Stay straight to go onto Anschlussstelle Stuttgart-Vaihingen.
5. Merge onto A831
6. A831 becomes A81.
7. Take exit 21 toward Sindelfingen-Ost.
8. Turn Right onto Mahdentalstrasse/L1183.
9. Turn Right onto Mahdentalstrasse.
10. Turn Right onto Arthur-Gruber-Strasse
11. End at Arthur-Gruber-Strasse 70 Sindelfingen, Baden-Wurttemberg, Boblingen, 71065, DE.



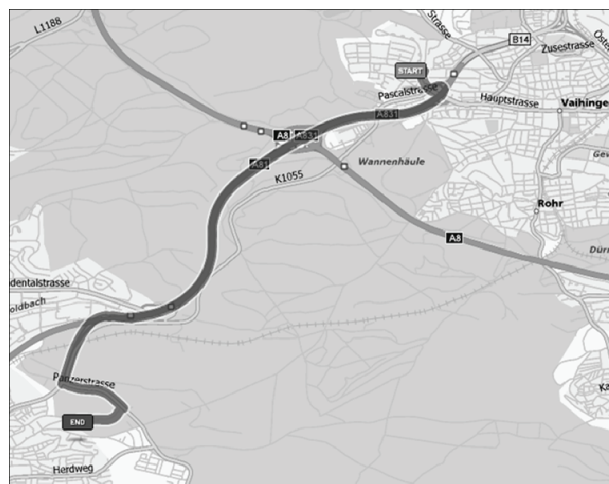
## Boblingen

### GPS Address

Bunsenstrasse 120  
Boblingen, 71032

### Driving Directions from Patch

1. Start out going East on Arkansasstrasse toward Hauptstrasse.
2. Turn right onto Hauptstrasse.
3. Turn left toward A81/Singen/Herrenberg/Munchen/ Karlsruhe.
4. Stay straight to go onto Anschlussstelle Stuttgart-Vaihingen.
5. Merge onto A831.
6. A831 becomes A81.
7. Take Exit 22 toward Boblingen-Ost/Schonaich.
8. Turn left onto K1055.
9. Stay straight to go onto Panzerstrasse/K1057.
10. Turn right onto Bunsenstrasse.
11. Turn left to stay on Bunsenstrasse.
12. End at Bunsenstrasse 120, Boblingen, 71032.



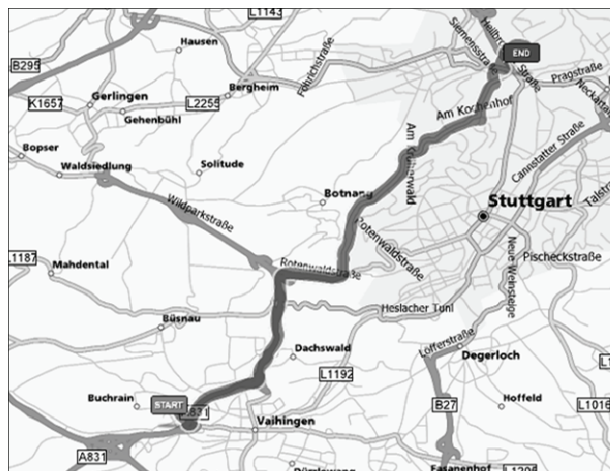
## Robert Bosch Krankenhaus

### GPS Address

Auerbachstrasse 110  
Stuttgart, 70376

### Driving Directions from Patch

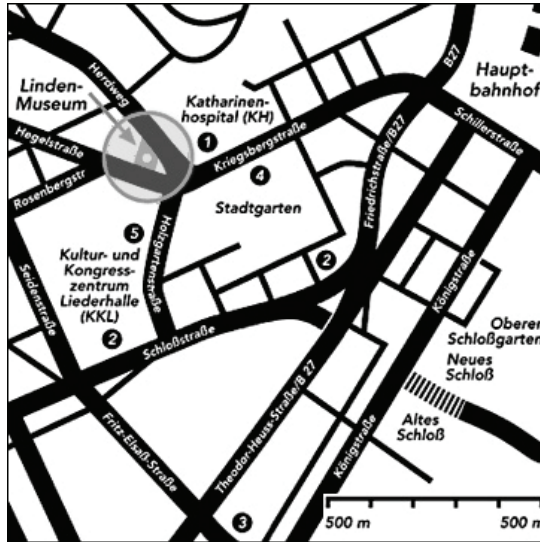
1. Start out going East on Arkansasstrasse toward Hauptstrasse.
2. Turn right onto Hauptstrasse
3. Merge onto A831 toward Stuttgart.
4. A831 becomes B14.
5. B14 becomes L1187.
6. Turn left onto Stresemannstrasse/L1187.
7. Turn left onto Maybachstrasse.
8. Turn right onto Siemensstrasse/B295.
9. Turn left onto Leitzstrasse.
10. Turn slightly right onto Auerbachstrasse.
11. Turn right to stay on Auerbachstrasse.
12. End at Auerbachstrasse 110, Stuttgart, Baden-Wurttemberg, 70376.



## Klinikum Stuttgart Katharinen

### GPS Address

Kriegsbergstrasse 60,  
Stuttgart, 70174.



### Driving Directions from Patch

1. Start out going East on Arkansasstrasse toward Hauptstrasse.
2. Turn right onto Hauptstrasse
3. Merge onto A831 toward Stuttgart.
4. A831 becomes B14.
5. Take the slip road toward Magstadt/S-Busnau/Waiblingen/B10/B27/S-Zentrum/S-Sud/Neckarpark
6. Stay straight to go onto B14.
7. Turn slightly to go onto Hauptstatterstrasse.
8. Hauptstatterstrasse becomes Hauptstatterstrasse/ Österreichischer Platz.
9. Turn left onto Paulinenstrasse/Osterreichischer Platz.
10. Stay straight to go onto Paulinenstrasse.
11. Paulinenstrasse becomes B27A.
12. Turn left onto Kriegsbergstrasse.
13. End at Kriegsbergstrasse 60, Stuttgart, Baden-Wurttemberg, 70174.

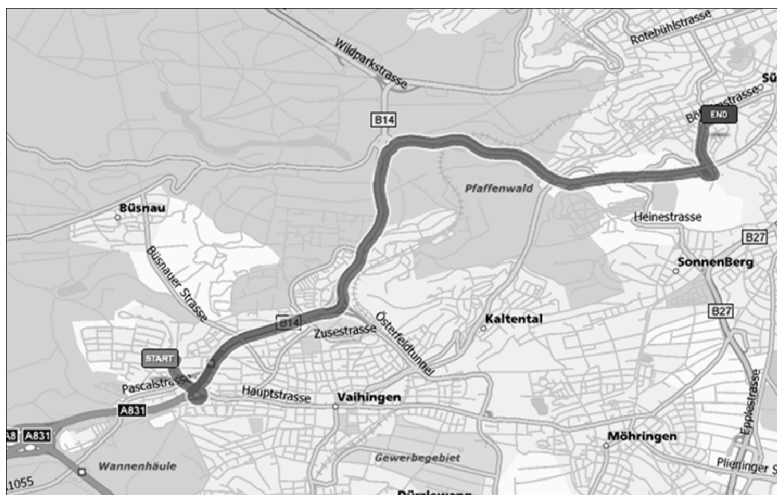
## Marien Hospital

### GPS Address

Boheimstrasse 37,  
Stuttgart, 70199.

### Driving Directions from Patch

1. Start out going East on Arkansasstrasse toward Hauptstrasse.
2. Turn right onto Hauptstrasse
3. Merge onto A831 toward Stuttgart.
4. A831 becomes B14.
5. Take the slip road toward Magstadt/S-Busnau/Waiblingen/B10/B27/S-Zentrum/S-Sud/Neckarpark
6. Stay straight to go onto B14.
7. Turn slightly right onto slip road.
8. Turn left onto Karl-Kloss-Strasse.
9. Turn right onto Boheimstrasse.
10. End at Boheimstrasse 37, Stuttgart, Baden-Wurttemberg, 70199.



## Frequently Asked Questions

### **Host Nation Providers**

#### ***What is the Preferred Provider Network?***

The TRICARE Eurasia-Africa Preferred Provider Network, or PPN, consists of host nation health care providers who agree to provide care to TRICARE beneficiaries and assist them in filing TRICARE claims. In most cases, PPN providers will not require up-front payment from TRICARE Prime beneficiaries.

#### ***Why should I use a PPN provider?***

PPN providers provide routine and specialty care that may not be readily available at your local Army Medical Treatment Facility. They are an important part of our pledge to provide access and continuity of care to our beneficiaries.

#### ***How can I locate a PPN provider?***

Your local TRICARE Service Center staff will help you find a PPN provider when you are referred for Host Nation care. You can also use the PPN Provider Search Tool on the TRICARE Eurasia-Africa web site (see below) or contact your TRICARE Service Center for assistance. Beginning Sept. 1, 2010, you may call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

### **Complaints / Compliments / Feedback**

#### ***What if I have a complaint, compliment or concern about host nation care?***

If you provide your e-mail address to the TRICARE Service Center during the referral process, a host nation provider evaluation form will be e-mailed to you. If you are hospitalized, talk to your Host Nation Patient Liaison. You can also contact the Stuttgart Patient Representative at DSN 430-8615 or civilian 0711.680.8615 or use the "Contact Us" feature on the TRICARE Europe Web site, or contact the clinic commander.

### **Host Nation Patient Liaisons**

#### ***What do I do if I am in the hospital and don't speak the local language?***

Most medical professionals speak some English. Host Nation Patient Liaisons employed by the military health care facilities can help you communicate with your doctors and the staff in Host Nation hospitals and clinics. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back). That translation service is available 24/7.

#### ***Where do I get follow-up care after being hospitalized in a Host Nation facility?***

Host Nation Patient Liaisons coordinate a follow-up care plan for you upon your discharge from a host nation hospital. If you were seen as an outpatient in a German facility, you will normally get follow-up care in the U.S. military clinic with the doctor who gave you the referral. It is important to keep copies of all your test results and other paperwork from the host nation provider. Take those documents to your follow-up appointment for review by your doctor. If the documents are in another language, they will need to be translated.

Your Host Nation doctor may recommend that you follow-up with him or her. Remember that, unless these follow-up visits have been authorized by TRICARE, you may be required to pay for any follow-up appointments.

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### ***How can Host Nation Patient Liaisons help?***

Host Nation Patient Liaisons are fluent in English and the Host Nation language. They are familiar with medical terminology, can assist you with communication, and ensures you and the hospital staff have a complete understanding of your condition and treatment.

When you visit your TRICARE Service Center to arrange your admission to a hospital, TSC personnel notify your local Host Nation Patient Liaison. The main priority of the Host Nation Patient Liaison program is to make visits to patients in Host Nation hospitals.

You may also contact a Host Nation Patient Liaison any time you need assistance. If you are in a Host Nation hospital, the Host Nation Patient Liaison will visit you every duty day and give you information on how to contact him or her. There is a Host Nation Patient Liaison on call in your community for emergencies, after hours, and on weekends.

If you are a Soldier or active duty Family member and are admitted to a host nation hospital for an emergency, please notify the sponsor's unit as soon as possible. Unless you have already called a patient liaison, the unit will notify the nearest local clinic or hospital and a Host Nation Patient Liaison will contact you. Clinic commanders receive daily reports of all U.S. military patients admitted to or discharged from Host Nation facilities.

### ***What can the Host Nation Patient Liaison do for me?***

- Help you obtain up-to-date information on your medical condition and care plan.
- Tell you what to expect in Host Nation facilities, explain common cultural differences, and advise you on what to bring to the hospital.
- Help plan your transfer from a Military Treatment Facility to a Host Nation medical facility or from a Host Nation facility to a Military Treatment Facility.
- Provide you with a copy of the USAREUR Medical Phrase book.
- Help coordinate consults, tests, and follow-up care.
- Provide local resources for medical supplies and pharmacies.

**Please note:** Host Nation Patient Liaisons *cannot* transport patients in their private cars.

### ***What can I do to help myself?***

Write down questions you have about your condition, care, or discharge. Visit your local TRICARE Office for information about payment of hospital bills.

## **TRICARE**

### ***I am a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

Contact your local TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator. They are responsible for providing technical advice about the TRICARE program, including processing of Host Nation medical bills. Beginning Sept. 1, 2010 you will have an additional option to call the International SOS at 0800.181.8505 (toll-free from Germany) or their international line at 0044.20.8762.8133 (someone will call you back).

***I am NOT a TRICARE Prime beneficiary. Who do I talk to if I have received medical bills from a Host Nation Preferred Provider or hospital?***

If you are a TRICARE Standard beneficiary, talk with your TRICARE Service Center. If you are not a TRICARE beneficiary, contact your insurance company claims representative.

***When will TRICARE NOT pay my bills?***

- If you are enrolled in Prime in a different region and fail to obtain pre-authorization for care (other than in an emergency).
- If you are enrolled in TRICARE Standard, you are responsible for your cost-share and deductible.
- If you are not enrolled in TRICARE.
- If you obtain services that are not a TRICARE-covered benefit (acupuncture, IVF, chiropractic services, comfort items, parking, overnight stays for individuals other than the patient, items and treatment not medically necessary). Check with your TRICARE Service Center before obtaining any such services.
- If you are TRICARE-ineligible, (this may apply to parents and parents-in-law who are command-sponsored), command sponsorship does not include TRICARE coverage unless the parent/in-law is eligible for TRICARE in his/her own right, for instance, as a retiree. The sponsor is responsible for medical bills of command-sponsored family members who are not TRICARE-eligible.
- When the care was provided more than a year ago, TRICARE policy prohibits the payment of bills for care rendered more than 12 months ago. Be sure to bring any bills you may receive to TRICARE promptly. Because German providers may mail the bill to you instead of to TRICARE, check your German mail box. Be sure to inform TRICARE of any non-referred care you received from a host nation provider. TRICARE will not pay any late or legal fees if you fail to submit your bill for payment in time.

**What Are the Contact Numbers for the Military Treatment Facility?**

**TRICARE Nurse Advice Line** 00800.4759.2330  
Provides medical advice and can book you an appointment in the MTF

**U.S. Army Health Clinic Stuttgart**  
Central Appointments DSN 430-8610  
Civilian 0711.680.8610

**TRICARE Service Center** DSN 430-4381  
Civilian 0711.680.4381

**TRICARE Area Office-Eurasia-Africa** DSN 496-7432  
Civilian 49.(0) 6302.67.7432  
E-mail [teoweb@europe.tricare.osd.mil](mailto:teoweb@europe.tricare.osd.mil)

**International SOS (Eff. Sept. 1, 2010)** 0800.181.8505 (toll-free from Germany)  
0044.20.8762.8133 (someone will call you back)



**Notes**



## Resources on the Web

### **Army Wounded Warrior Program**

[www.AW2.army.mil](http://www.AW2.army.mil)

(Assists severely wounded, injured and ill Soldiers, Veterans and their Families)

### **Army Behavioral Health**

[www.behavioralhealth.army.mil](http://www.behavioralhealth.army.mil)

(Tools to adjust, cope, get ready to deploy, transition to return home, and more)

### **Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

(Reliable health information, updates on pandemics, flu's, vaccinations, etc.)

### **Europe Regional Medical Command**

<http://ermc.amedd.army.mil>

(ERMC updates and access to U.S. Army Health Clinics Europe)

### **Military OneSource**

[www.militaryonesource.com](http://www.militaryonesource.com)

(Support system and access to community resources)

### **TRICARE**

<http://www.tricare.mil/mybenefit> or <http://www.tricare.mil/tma/EurasiaAfrica>

(Complete access to TRICARE benefits and coverage information)

### **U.S. Army Center for Health Promotion and Preventive Medicine—Europe**

[www.chppmeur.healthcare.hqusareur.army.mil](http://www.chppmeur.healthcare.hqusareur.army.mil)

(Information on military public health programs, force health protection and readiness )

### **World Health Organization**

[www.who.int/en](http://www.who.int/en)

(Updates and information on worldwide health trends)

## ***Quick Reference Phone Numbers***

### **U.S. Army Health Clinic Stuttgart**

<b>Nurse Advice Line:</b>	00800.4759.2330 0800-825-1600
<b>Ambulance:</b>	DSN 114/6, Civilian 0711.680.114/6
<b>Military Police (emergencies):</b>	DSN 114/6, Civilian 0711.680.114/6
<b>Emergency care:</b>	DSN 114/6, Civilian 0711.680.114/6
<b>TRICARE Service Center (duty hours):</b>	DSN 430-4381, Civilian 0711.680.4381
<b>(after hours):</b>	DSN 114/6, Civilian 0711.680.114/6
<b>Patient Advocate:</b>	DSN 430-8615, Civilian 0711.680.8615
<b>Patient Liaison: (duty hours):</b>	DSN 430-4381, Civilian 0711.680.4381
<b>(after hours):</b>	DSN 114/6, Civilian 0711.680.114/6
<b>EDIS:</b>	DSN 431-2697, Civilian 07031.15.2697
<b>Immunization Clinic:</b>	DSN 430-4316, Civilian 0711.680.4316
<b>Behavioral Health:</b>	DSN 431-2751, Civilian 07031.15.2751
<b>Optometry:</b>	DSN 431-2002, Civilian 07031.15.2002
<b>Pharmacy:</b>	DSN 430-8650, Civilian 0711.680.8650
<b>Pharmacy refills:</b>	DSN 430-4925, Civilian 0711.680.4925
<b>Physical therapy:</b>	DSN 430-6149, Civilian 0711.680.6149
<b>Preventive Medicine:</b>	DSN 430-6383, Civilian 0711.680.6383
<b>Community Health Nurse:</b>	DSN 430-7122, Civilian 0711.680.7122
<b>Social Work Services:</b>	DSN 431-2676, Civilian 07031.15.2676



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May 2010